



Claims Issues Update

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Objectives

- Describe events which contributed to the overseas claims issues which arose following TRICARE Next Generation contract changes
- Describe how MTF staff participation was integral in the identification of these claims issues
- List three major claims issues that were resolved through inter-agency collaboration
- Name one continued outstanding (unresolved claims issue
- Describe one way an MTF commander may stay abreast of their MTF claims' status



Start at the Beginning

- TRICARE Next Generation Contract Changes
 - August, 2004
 - Initiation of TRICARE Encounter Data record (TED)
 - Hiring requirement changes at Claims Processor (Wisconsin Physician Services)
 - New processing system at Wisconsin Physician Services (WPS) to accommodate new data and policy requirements.



Something is Askew

- Increased calls to the TAO-E Central TRICARE Service Center (CTSC) from beneficiaries, providers, and MTF staff with claims problems, beginning mid-October 2004
- CTSC staff recognized complaint trends and alerted supervisors
- Teleconference calls commenced between TMA East, TMA West, WPS, and TAO-E, early November 2004



Initial Issues Identified

- 18 Systems Issues/Problems Identified
 - Claims not getting paid
 - Claims paid incorrectly
 - Report format changes
 - Customer service complaints
 - Provider summary format EOB changes
 - CTSC staff unable to access new systems to provide beneficiary/provider/MTF assistance



Sequence of Events

- Initiated semi-weekly teleconference calls
- Meeting at TRICARE Conference in late January 2005, including TAO-E, TAO-P, TAO-LAC, TMA East and West, HUMANA, WPS, and TRO-South.
 - Higher and increased visibility of issues
 - Clarified problems
 - Clarified contributing issues
 - ‘Next steps’ identified



Sequence of Events (con't)

- Semi-weekly teleconference calls continued, with HUMANA and TRO-South additional representation
- Additional issues continued to be identified
- Some issues resolved and closed
- Sometimes work-arounds put into place to resolve a problem created other problems
- Early April – 9 issues closed, 14 issues open
- Early June – 6 issues closed, 7 issues remained open



Sequence of Events (con't)

- Meeting at WPS in early June
 - All agencies in attendance
 - Overview of what had thus far been accomplished and what issues remained
 - On-site walk-through of step-by-step claims processing process
 - HUMANA to conduct an audit of WPS – will provide report to government
 - WPS developing an internal operations QA Plan



Sequence of Events (con't)

- Following WPS Meeting
 - Weekly teleconference calls between TMA, WPS, and HUMANA
 - Continued dialogue between TAO-E, WPS, and TMA as issues identified
 - HUMANA Audit Report provided government in early August



Sequence of Events (con't)

- Government Meeting in Aurora (TMA-West), late August
 - Reviewed HUMANA Audit and provided feedback for government response
 - Developed clarifications as needed for both Chapter 12 changes or contract modifications
 - Provided comments/concerns relative to WPS' Internal Operations QA Plan



Sequence of Events (con't)

- Following Aurora Meeting
 - Teleconference calls between TMA, WPS, and HUMANA continued
 - Continued dialogue between TAO-E, WPS, and TMA as issues identified
 - Government response to HUMANA audit drafted by TMA, reviewed by TAOs, and refined



Current Status

- Government Response to HUMANA's Audit Finalized and Sent, 23 Nov 05
- Two Issues Remain Problematic/Unresolved
 - Claims processed for lack of care authorization
 - Late & Legal Fees
- Several "Parking Lot" Issues Being Addressed
 - Improved claim form
 - Government access to all claims data
 - Electronic filing of claims
 - Access to other region's systems for claims research



Making Lemonade from Lemons

- Improvements as a Result of the Claims Issues
 - Increased HUMANA involvement and recognized accountability
 - WPS Internal Operations QA Plan with “Red Flags” to identify potential future problems
 - Regular, independent auditing
 - Chapter 12 and contract changes
 - Provide clarity
 - Stronger contractual relations
 - Additional improvement opportunities identified (i.e. new claim form, electronic filing, etc.)



Summary

- Identification of “Claims Issues”
- Sequence of Events
- Current Status
- Future Plans
- As an MTF Commander or MCO
 - Ensure TSC staff know how to assist providers and beneficiaries with TRICARE claims
 - Stay abreast of your MTF claims issues
 - Promptly alert TAO-E of potential systemic issues



Questions?